



STATE OF NEVADA—DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
VETERANS' SERVICES REPRESENTATIVE II	34	B	12.436
VETERANS' SERVICES REPRESENTATIVE I	32	B	12.437

Veterans' Services Representatives advise and advocate for veterans and individuals currently serving in the United States armed forces who are State residents, their spouses, widows, widowers, children, dependents, estate administrators/executors and personal representatives; prepare, submit and present claims and appeals for denied benefits including adjusted compensation, hospitalization, insurance, pension, disability compensation, vocational training, education or rehabilitation; provide assistance and advice to resolve problems and answer questions relating to available benefits under State and federal laws.

Advocate for individuals, groups or organizations eligible under State laws and federal regulations related to veterans' services and/or benefits; interview clients to elicit information and determine merits of claim and eligibility to receive benefits; research clients' claims and applicable case law, regulations, medical opinions, medical journals and related medical research publications.

Investigate circumstances upon which claims are based; identify, locate, contact and obtain statements from military, medical and lay witnesses to substantiate claim; assist clients in locating and obtaining documentation to support claims such as medical records, military service records, military unit activity reports, order of battle histories, and the construction, mechanical and technical specifications of military vehicles and equipment.

Develop the best strategy and course of action for filing Notice of Disagreement and Hearing Requests; calculate monetary benefits; advise clients on the appeal process and provide guidance regarding clients' responsibilities; obtain a power of attorney to present appeals on behalf of clients; prepare written summaries of findings and contentions including legal citations and references to medical research and journals.

Present oral arguments in support of claims before the local Decision Review Officer, regional Hearings Officer, the Board of Veterans' Appeals Travel Board, Committees on Waivers, Board of Corrections and by video conference to the Board of Veterans' Appeals in Washington, DC; prepare and maintain statistical data relating to claims, monetary awards and medical information.

Participate in appropriate veterans' organizations, committees, stand-downs, separation from service briefing sessions and community events as a representative of the State Office of Veterans' Services.

Provide information regarding available veterans' benefits, eligibility and appellant action to individuals, groups and organizations in person, on the phone or through written correspondence; visit local hospitals, convalescent homes, and residences to assist individuals in claiming and obtaining the services or assistance to which they are entitled.

Perform related duties as assigned.

CLASS CONCEPTS

Veterans' Services Representative II: Under general direction of the Deputy Executive Director of Veterans' Services, incumbents supervise and evaluate the performance of Veterans' Services Representative I's and support staff, in addition to performing the full range of duties outlined in the series concept. Incumbents are also responsible for recruitment, interviewing, selection, training and instruction of assigned staff.

Veterans' Services Representative I: Under general supervision of the Veterans' Services Representative II, incumbents perform a broad range of duties outlined in the series concept. This is the journey level in the series.

MINIMUM QUALIFICATIONS

SPECIAL NOTES AND REQUIREMENTS:

- * Some positions require a driver's license at the time of appointment and as a condition of continuing employment.

VETERANS' SERVICES REPRESENTATIVE II

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in general studies, social science, English or related field and four years of experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations. One year of the required experience must have included advocacy for veterans; **OR** one year of experience as a Veterans' Services Representative I in Nevada State service **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: State and federal veteran related regulations and benefits; medical terminology; human anatomy and physiology; uses, effects and dosages of commonly prescribed medications; common psychological terms and conditions; research techniques used to locate medical, military and technical documentation including Internet exploration; local, State and federal social services available to veterans.

Ability to: identify and document cause and effect relationships; research and review information to determine the validity of statements and claims; maintain records and statistical data. **Skill in:** researching case law, medical journals and publications, and military service history; identifying relationships between a medical history, medical research and military records which would support a client's claim for benefits; interviewing individuals to elicit medical, technical and military related information to substantiate a claim; writing comprehensive summaries of legal, medical, technical and service-related records; interpreting and applying laws, regulations, policies and procedures relating to veterans' benefits claims; speaking publicly, presenting findings, answering technical and legal questions, and advocating for a client; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: NRS and NAC sections relevant to the area of responsibility. **Working knowledge of:** supervisory techniques and practices; training needs of subordinates and sources of training. **General knowledge of:** the State Administrative Manual, Rules for State Personnel Administration, department affirmative action plan and the supervisor's guide to prohibitions, penalties and the grievance procedures. **Ability to:** supervise staff specialized in veteran affairs administration; interpret and enforce department policies and guidelines.

MINIMUM QUALIFICATIONS (cont'd)

VETERANS' SERVICES REPRESENTATIVE I

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in general studies, social science, English or related field and three years of experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations; **OR** an Associate's degree from an accredited college or university in general studies or related area and two years of experience as described above in a program directly related to providing veterans' services; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: addition, subtraction, multiplication, division, fractions, decimals, percentages and whole numbers in order to determine monetary benefits. **General knowledge of:** State and federal veteran related regulations and benefits; medical terminology; human anatomy and physiology; military terminology; research techniques to locate medical, military and technical documentation including Internet exploration; local, State and federal social services available to veterans. **Ability to:** compose grammatically correct reports and memoranda; read and comprehend departmental policies and procedures, legal documents such as State and federal law regarding veterans' benefits, medical journals, medical records, military records, order of battle histories, and technical specifications for military equipment; communicate verbally with clients from a variety of educational, economic, social and cultural backgrounds to clearly convey specific information, explain situations and provide information regarding options available; organize work and set appropriate priorities; establish and maintain cooperative working relationships with others; use a personal computer including word processing, spreadsheet and database programs. **Skill in:** speaking publicly to present findings and answer questions; interpreting and applying laws, regulations, policies and procedures; interviewing individuals to elicit information.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills and Abilities for Veterans' Services Representative II.*)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.436</u>	<u>12.437</u>
ESTABLISHED:	8/17/05R 12/23/05UC	8/27/76
REVISED:		12/19/85-12
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REVISED:		8/19/88-3
REVISED:		3/29/01UC
REVISED:		7/1/03P
		7/2/02PC
REVISED:		8/17/05R
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